WHAT WE CLAIM IS:

1. Query response software which is adapted to execute the steps of:

    (i) receiving query information and identity information from the user, and

    (ii) searching for information identified by said query information and retrieving said information, and

    (iii) delivering the retrieved information to said user, and

    (iv) determining whether the delivered information can successfully be employed by the user to answer their query, and

    (v) contacting a specialist advisor if the user is unlikely to successfully employ the information delivered to answer their query.

2. Query response software which is adapted to execute the steps of:

    (i) receiving query information and identity information from a user, and

    (ii) searching for information identified by said query information and retrieving said information, and

    (iii) delivering the retrieved information to said user, and

    (iv) determining a query complexity threshold for the query information received and

    (v) determining a user complexity threshold for the identity information received, and

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(vi)   determining whether the query complexity threshold exceeds the user complexity threshold, and

(vii)   contacting a specialist advisor if the query complexity threshold exceeds the user complexity threshold.

3.   Query response software as claimed in claim 1 or 2 wherein the specialist advisor contacted is supplied with the user's identity information and query information.

4.   Query response software as claimed in claim 1 or 2 wherein the user is alerted to the specialist advisor being contacted.

5.   Query response software as claimed in claim 1 or 2 which uses an internet based user interface and internet based transmission protocols to communicate with a user.

6.   Query response software as claimed in claim 1 or 2 wherein registered users only can access the query response software.

7.   Query response software as claimed in claim 1 or 2 wherein identity information includes a user name and a password.

8.   Query response software as claimed in claim 1 or 2 wherein query information details a specific question or problem.

9.   Query response software as claimed in claim 8, wherein query information is used to retrieve information which can be used to solve a user's query.

10.   Query response software as claimed in claim 1 or 2 wherein electronic format information is retrieved.

11. Query response software as claimed in claim 10, wherein electronic format information is retrieved from at least one remote electronic database.

12. Query response software as claimed in claim 10, wherein electronic format information is retrieved from a local cache.

13. Query response software as claimed in claim 1 or 2 wherein the information retrieved is filtered prior to being delivered to the user.

14. Query response software as claimed in claim 2, wherein a complexity threshold is formed by information which can be ranked.

15. Query response software as claimed in claim 14, wherein a complexity threshold is formed by a numerical value.

16. Query response software as claimed in claim 14, wherein a query complexity threshold indicates the degree of complexity of a user's query.

17. Query response software as claimed in claim 14, wherein a user complexity threshold indicates the user's ability to successfully use retrieved information.

18. Query response software as claimed in claim 2, wherein user modelling is employed to determine a user complexity threshold.

19. A method of providing a response to a query which includes the steps of:

    (i)   receiving query information and identity information from the user, and

    (ii)   searching for information identified by said query information and retrieving said information, and

    (iii) delivering the retrieved information to said user, and

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(iv) determining whether the delivered information can successfully be employed by the user to answer their query, and

(v) contacting a specialist advisor if the user is unlikely to successfully employ the information delivered to answer their query.

20. A method of providing a response to a query as claimed in claim 19, wherein the specialist advisor is supplied with the user's identity information and query information.

21. A method of information retrieved adapted to execute the steps of:

(i) receiving requirements information and identity information from a user, and

(ii) searching for information identified by said requirements information and retrieving said information, and

(iii) delivering the retrieved information to the user identified by the received identity information, and

(iv) determining whether the delivered information will meet the requirements set out in the requirements information, and

(v) contacting a specialist advisor if the information delivered is unlikely to meet the user's requirements.

22. A method of information retrieval as claimed in claim 21 wherein the specialist advisor is supplied with the user's identity information and requirements information.

23. A method of information retrieval as claimed in claims 21 or 22 wherein the requirements information received consists of key words and/or phrases.